



# Oadby & Wigston

## BOROUGH COUNCIL

### **Customer Service Standards - Corporate Asset Team**

#### **Service Overview**

The Corporate Asset Team is responsible for the day to day operation and management of the council's allotments, cemeteries, car parks, community centres, pavilions, play areas, parks and open spaces, and street furniture.

The Team includes grounds maintenance and public cleansing staff who carry out the maintenance and upkeep of parks, play areas and open spaces, street cleaning and litter and dog bin emptying.

The Team also deals with the maintenance of our staff office accommodation.

Many straightforward enquiries are answered at first point of contact by our colleagues in the Customer Service Team but more sensitive enquiries, in particular relating to interments, memorials and burial rights are dealt with by our Cemeteries and Admin Officer.

We also carry out capital projects such as the installation of new play areas, upgrading and planned maintenance work to our buildings and enhancement works to our parks and open spaces, cemeteries and allotments.

#### **Our Customers Promise**

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

#### **Our Customer Groups**

Our customer groups include: bereaved families, funeral directors and memorial masons, hirers and users of our community centres, pavilions and sports pitches, allotment tenants and residents/visitors to the Borough who are using our parks, play areas and car parks.

#### **Our Partners**

We work in partnership with Harborough District Council and Leicestershire County Council in relation to parking matters. We have a good working relationship with Aylestone Lane Allotment Association who assists with maintaining and managing one of our allotment sites.

We work closely with local funeral directors and memorial masons to ensure a streamlined, sensitive and caring service is offered by our Cemetery staff.

### **Access**

Customers can access our services in the following ways:

#### **Online**

You can carry out the following enquiries online:

- Report a car park issue
- Make an allotment application
- Terminate an allotment rental
- Football Team Enquiry
- Cricket Team Enquiry
- Purchase a parking permit
- Advise us of a street cleaning issue

#### **Phone**

Our service can also be accessed by calling our Customer Service line on 0116 2888 961 (see our website for opening hours) the team will answer your query or connect you to Corporate Assets for further information.

#### **Email**

By emailing Corporate Assets at [corporateassets@oadby-wigston.gov.uk](mailto:corporateassets@oadby-wigston.gov.uk)

### **Our Standards**

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Contact our cemeteries staff to arrange an interment.	Deal with your query in a sympathetic and caring manner and explain the procedure and process to you clearly.	Agree a day and time for the interment at your first contact with us  (unless you are awaiting further paperwork in which case we will give you further advice on what to do).
Purchase a grave from us	Issue the deeds and supporting information	Within 8 working days
Apply for an allotment.	Add you to the waiting list and explain the process of obtaining a plot.	Acknowledge your application within 3 working days.
Report a maintenance issue within our car parks	Inspect and assess the report and order repairs if required.	Pay & Display machine within 1 working day  Other issues within 5 working days and order repairs as required.

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Report a maintenance issue with one of our buildings.	Inspect and assess the reported problem and order repairs if required.	Inspect within 2 working days and order repairs as required.
Report an issue with litter or fly tipping on council owned land	Inspect and remove the litter or fly tipping	Within 5 working days
Report an issue with litter or dog bins	Attend and empty the litter or dog bin	Within 2 working days
Report vandalism in our parks or play equipment	Inspect and make safe	Within 2 working days